

LOST AND DAMAGED MATERIALS POLICY

Library users are expected to pay replacement costs for any materials they have checked out that are damaged or lost. Parents/guardians are expected to pay for any materials checked out by children under age 18 in their care.

The library will assign charges based upon the following:

Users who are reimbursing the library for any lost or damaged items are charged the retail price listed on Amazon, Barnes and Noble.com, Books in Print or a comparable bibliographic source, if the item is listed as available on the market.

If the item is no longer available and the library purchase price is known from the cataloging record, the original purchase price shall be charged.

If the item to be replaced is no longer available and the purchase price is not known, the library will assign a fair value to enable the library to purchase a comparable item as a substitute. This price will be determined by the acquisitions staff.

The library will charge a \$5.00 processing fee for lost or damaged materials.

There will be a \$3.00 charge for a damaged DVD or CD case.

Other damaged or missing parts of an item, ie: barcodes, jackets and manuals shall not be charged to the user. However, if a part of an item is damaged or lost making that item unusable, the full cost of the replacement value will be charged.

Payment for a lost or damaged item must be in the form of cash or money order. No personal checks will be accepted. No replacement copies will be accepted.

Users have the option of keeping the damaged material.

This policy does not apply to materials borrowed for the user from other libraries. Other library policies will apply to North Brunswick borrowers and may include processing and handling fees.

Approved by the Library Board of Trustees August 19, 2009

Revised June 15, 2011

Revised April 18, 2012

LOST MATERIALS REFUNDS

If an item is lost, paid for and then found, the Library will refund the money to the patron, provided the item is in usable condition.

Except if an item has been replaced, then there will be no refund. The patron can keep the found item or donate it back to the Library.

Approved by the Board of Trustees December 19, 2007

Procedure notes:

Do not refund money from the cash drawer. Give the returned item to Rebecca Ruch and she will handle the transaction. Please explain to the patron that a check has to be cut and it will be mailed.